

July 17, 2023

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**COUNTY FISCAL LETTER NO. 23/24-03**

This letter provides updated claiming instructions for the Child Welfare Services-California Automated Response and Engagement System (CWS-CARES) and clarifications on existing CARES-Live Electronic Data Processing Maintenance and Operation (CARES-Live EDP M&O) and Child Welfare System/Case Management System (CWS/CMS) Data Clean-Up claiming instructions.



**KIM JOHNSON**  
DIRECTOR

CALIFORNIA HEALTH & HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



**GAVIN NEWSOM**  
GOVERNOR

July 17, 2023

COUNTY FISCAL LETTER NO. 23/24-03

TO: ALL COUNTY WELFARE DIRECTORS  
COUNTY WELFARE FISCAL OFFICERS  
ALL TITLE IV-E TRIBES

SUBJECT: REVISED CLAIMING INSTRUCTIONS FOR THE CHILD  
WELFARE SERVICES-CALIFORNIA AUTOMATED RESPONSE  
AND ENGAGEMENT SYSTEM (CWS-CARES)

REFERENCE: [ALL COUNTY INFORMATION NOTICE \(ACIN\) I-79-22](#);  
[ALL COUNTY LETTER \(ACL\) 23-62](#);  
[CFL 22/23-72](#); [CFL 22/23-55](#); [CFL 22/23-55E](#); [CFL 22/23-01](#);  
[CFL 20/21-60](#); [CFL 21/22-27](#); [CFL 21/22-27E](#); [CFL 18/19-33](#)

## PURPOSE

The purpose of this County Fiscal Letter (CFL) is to provide updated claiming instructions for CWS-CARES. Two new Program Codes (PC) have been developed to replace the current CWS-CARES claiming infrastructure. This CFL also clarifies that CWS-CARES is distinct from CARES-Live and Data Clean-Up Activities.

## BACKGROUND

CARES-Live tools were initially developed to replace the Child Welfare Services/Case Management System (CWS/CMS). CARES-Live was comprised of three tools called Snapshot, Facility Search, and CANS. The PC 0528 (CWS-CARES STATEWIDE IMPLEMENTATION) was designated to be the CARES-Live Implementation code. In 2019, it was determined that an alternate system, CWS-CARES, would be used in place of finalizing CARES-Live. When this happened, the Administration for Children and Families (ACF) no longer considered CARES-Live as a system that was “in

development” and classified it as a system that is being maintained and updated; this meant it had to enter the Maintenance and Operations (M&O) phase. The M&O phase has certain restrictions placed on it by ACF, the most important being that the CARES-Live tools are ineligible to receive federal funding at the enhanced rate and that the discount rate must now be applied. More information on the CARES-Live tools can be found in [CFL 22/23-55](#) and pages three and four of [CFL 22/23-72](#).

CWS-CARES is the system in development that will eventually replace CWS/CMS and will include the CARES-Live functionality. CWS-CARES development activities are separated into nine distinct process areas: Intake, Case Management, Court Processing, Licensing, Financial Management, Resource Management, Eligibility, Administration, and Implementation. Beginning in 2018 and over the course of several years, unique PCs were assigned to each of the nine process areas based on the program needs at the time. During this time, some counties were designated as Core Constituents and were assigned a specific process area. Core Constituents were supposed to claim all activities they performed on CWS-CARES to their assigned process area. Non-Core Constituents were directed to claim all activities they performed to PC 1055 (CWS – CARES IMPLEMENTATION).

However, as the needs of the CWS-CARES developed over time, the California Department of Social Services (CDSS) received feedback from both Core and Non-Core Constituents that it was difficult to determine which of the nine CWS-CARES PCs to claim to when performing the various CWS-CARES activities.

To resolve this issue, the CDSS is deactivating the nine PCs currently associated with the development of CWS-CARES and replacing them with two new PCs. One PC will be used to claim all eligible CWS-CARES development activities and the other will be used to claim all eligible CWS-CARES implementation activities regardless of whether the county is a “Core” or “Non-Core” Constituent. Counties should use the two new codes based on the activities listed below and as outlined in [ACL 23-62](#).

## **DEACTIVATION OF CWS-CARES PCS**

The eight CWS-CARES process area PCs and the CWS-CARES Implementation PC were established in [CFL 18/19-33](#), [CFL 21/22-27](#), [CFL 21/22-27E](#), [CFL 20/21-60](#), and [CFL 22/23-55](#). With the transition from the CEC in FoxPro to the CEC in the County Expense Claim Reporting Information System (CECRIS), PCs in this letter are provided in the CECRIS format. As indicated above, these PCs will be deactivated effective with the June 2023 Quarter. The deactivated PCs are:

- PC 0965 (CWS CARES INTAKE)
- PC 0966 (CWS CARES CASE MANAGEMENT)
- PC 0967 (CWS CARES COURTS)

- PC 0968 (CWS CARES CALS)
- PC 0672 (CWS CARES FINANCIAL MANAGEMENT)
- PC 0673 (CWS CARES RESOURCE MANAGEMENT)
- PC 0674 (CWS CARES ELIGIBILITY)
- PC 0706 (CWS CARES ADMINISTRATION)
- PC 1055 (CWS CARES IMPLEMENTATION)

## CLAIMING INSTRUCTIONS FOR THE NEW CWS-CARES PCS

Effective with the September 2023 claiming quarter, both Core and non-Core Constituents will claim eligible CWS-CARES development activities to the new PC 1103 (CWS-CARES DEVELOPMENT) and Time Study Code (TSC), Program Identifier Numbers (PINs), and Direct to Program (DTP) codes on the CEC in CECRIS. For activities associated with the implementation of CWS-CARES, all Constituents will claim to the new PC 1104 (CWS-CARES IMPLEMENTATION). Costs claimed in excess of the CWS-CARES allocation will be shifted to State Use Only (SUO) code 0410 (SUO CWS CARES O/M) and funded at 100 percent county-only funds. The discount rate will not be applied to either of these new CWS-CARES PCs while the CWS-CARES program is in development. When CWS-CARES moves into the M&O phase more information will be released at that time.

The following PCs established for CWS-CARES shall be used for the activities outlined in [ACL 23-62](#).

Code Type	Code Number	Code Title
<b>PC</b>	<b>1103</b>	<b>CWS-CARES DEVELOPMENT</b>
TSC	11031	CWS-CARES DEVELOPMENT
PIN	11030031	Contracted Activities
PIN	11030068	Direct Costs
PIN	11030089-91*	Support Operating Costs
PIN	11030092	Casework OT/CTO Costs
PIN	11030093	Support Staff OT/CTO Costs
DTP	A124	CWS-CARES DEVELOPMENT

*Sharing Ratio: 50/50/00/00 (Federal/State/Health/County)*

Code Type	Code Number	Code Title
<b>PC</b>	<b>1104</b>	<b>CWS-CARES IMPLEMENTATION</b>
TSC	11041	CWS-CARES IMPLEMENTATION
PIN	11040031	Contracted Activities
PIN	11040068	Direct Costs
PIN	11040089-91*	Support Operating Costs

Code Type	Code Number	Code Title
PIN	11040092	Casework OT/CTO Costs
PIN	11040093	Support Staff OT/CTO Costs
DTP	A129	CWS-CARES IMPLEMENTATION

*Sharing Ratio: 50/50/00/00 (Federal/State/Health/County)*

\*The county must have a Letter of Intent on file with CDSS to use Support/Operating PIN codes ending in 88-91 (see [CFL 00/01-78](#) for more information on direct charge process).

## TIME STUDY INSTRUCTIONS

Effective with the September 2023 quarter, all Constituents shall claim time associated with the eligible activities listed below to the CWS-CARES PC listed below:

### *TSC 11031 – CWS-CARES DEVELOPMENT*

This PC captures costs associated with CWS-CARES activities. Activities include but are not limited to the following:

- Attend CWS-CARES development related meetings.
- Engage and participate in the design, development, and testing of new functionality including but not limited to Identity and Access Management, forms, and reporting.
- Assist in identifying relevant federal, state, and county policy to aid in the development of business requirements.
- Assist with the research, design, testing, and conversion of external systems to CWS-CARES.
- Participate in data validation and data conversion activities.
- Assist in Organizational Change Management (OCM) and preparation for implementation activities.

### *TSC 11041 – CWS-CARES IMPLEMENTATION*

This PC captures costs associated with CWS-CARES implementation. Activities include but are not limited to the following:

- Attend CWS-CARES implementation related meetings.
- Documenting as-is business processes and participating in the to-be business processes for each digital service.
- Participate in the statewide release of functionality, incident management, and end-user support.

- Support the development of the Application/OCM/System Administrator Training
- Support the “train-the-trainer” model for county users.

The CDSS has received numerous questions regarding the CWS-CARES project and its relation to the CARES-Live and CWS/CMS Data Clean Up programs. It is important to note that this CFL does not affect:

- 1) The CARES-Live suite of products or their claiming instructions. The CARES-Live tools are distinct from CWS-CARES and are not related to the CWS-CARES claiming instructions contained in this CFL. As stated in [ACL 23-62](#), time spent using the CARES-Live suite of products should be claimed to the benefiting programs. Please see pages three and four of [CFL 22/23-72](#) and [CFL 22/23-55](#) for the most recent claiming instructions for CARES-Live.
- 2) The Electronic Data Processing (EDP) Maintenance and Operations (M&O) methodology related to maintaining the CARES-Live system. Please see pages four and five of [CFL 22/23-96](#) for the most recent claiming instructions for EDP M&O costs.
- 3) CWS/CMS Data Clean-Up - Please see pages three and four of [CFL 22/23-96](#) for the most recent claiming instructions.

## CONTACT INFORMATION

Program-related questions should be directed to the Child Welfare System Branch at [CMSAdminSvcUnit@osi.ca.gov](mailto:CMSAdminSvcUnit@osi.ca.gov). If you have any questions or need additional guidance regarding the information in this letter, contact the Fiscal Policy and Analysis Bureau at [fiscal.systems@dss.ca.gov](mailto:fiscal.systems@dss.ca.gov).

Sincerely,

### ***Original Document Signed By***

NATHAN HART, Chief  
Financial Management Branch  
Finance and Accounting Division